



BMC Helix ITSM

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



BMC ITSM/Remedy Support Team Leader
with 1,001-5,000 employees

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VALUABLE FEATURES

Flexibility in development and the capacity of being used by so many different kind of businesses are the most valuable features for us.

IMPROVEMENTS TO MY ORGANIZATION

It enhances the implementation of process between teams in a central way, and if that is not possible it makes the integration with other applications easily.

ROOM FOR IMPROVEMENT

There is a lack of features to help the support team in supporting this application. Anything that help to understand the workflow would be very appreciated. Having a "big picture" of a solution is a great way to solve any issue. Something that allows the "navigation" in the workflow (step-by-step), would be fantastic.

USE OF SOLUTION

We've used Remedy for 17 years and five years for ITSM.

DEPLOYMENT ISSUES

There were no issues with the deployment

STABILITY ISSUES

It has a problem with the memory management. It's the biggest problem from my point of view.

SCALABILITY ISSUES

It has a problem with the memory management. It's the biggest problem from my point of view.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 3/10 - customer service is very painful. It takes a lot of time to pass the issue to the technical support and until that happens, the issue jumps between the people in support, that ask us always the some things. Technical Support: The technical service is OK.

PREVIOUS SOLUTIONS

I have always worked with this product, but the company where I work, has a lot of others products similar to this one, and along the years are converting for this one. So, for me, this is evidence of the quality of the product.

INITIAL SETUP

For the needs that my company have the structure is complex, and so the setup is a little complex to, but if you only need one server, the setup is straightforward.

IMPLEMENTATION TEAM

In the many years I have experienced both situations. My advice is to have a vendor team so they can validate everything in the setup.

ROI

Very difficult to talk about **ROI** in financial terms. Taking into account that the main concern is to choose the best delivery for a service, we are very happy with this product, and the feeling is that it pays for it self.

OTHER ADVICE

The final product has an installation with many modules, so choose carefully according to what your needs are. If you have something simple and if you know how to develop, the price of getting this product will decrease a lot.